

## **Systems Management Subcommittee**

### **Minutes of 4/6/04 Meeting**

**Attendees:** Debbie Dunn, Dave Gerth, Doug Mader, Eric Pinckney, Floyd Stayner, Dietra Thomas  
(Not present: Russell Collier, Lee Foster, Charlie Zeberlein, Jim Scurry, John Ward)

**Meeting Scribe:** Dietra Thomas

**Minutes:** Minutes from the 3/9/04 meeting were reviewed and approved.

**Bricks Baseline:**

Eric reported that the plan for the next 'bricks baseline' questionnaire was to combine the questions from all AOC subcommittees. The questionnaire would be placed on the web for easier access and use; it was hoped that this would help improve the response rate.

Doug raised the issue of security and protecting the integrity of the responses. Eric said that Doug Smith was working on the project and was probably designing a logon control.

Concern was raised over the format of the questionnaire. Dave said he found the original format unwieldy, requiring one page per product, and it requested information that would be obscure for many responders, which would discourage responses. There was some confusion over the original questionnaire format; Doug reported that the format he had been given differed from the one Dave had commented on. Eric reported that Chuck Fallaw intended to run the questionnaire by the subcommittees before it was sent out.

All questions to be added to the baseline questionnaire from this subcommittee should be finalized by next meeting. Doug will send Dietra a copy of the original questionnaire so that she can redesign her Disaster Recovery baseline questions to that format. Doug will also send a copy to Debbie so she can formulate her Asset Management questions. (Neither Disaster Recovery nor Asset Management were included in the original questionnaire.)

**Baseline Response Weighting:**

Doug distributed a summary, State Agencies Responding to Original 'Bricks' Inventory, combining the information collected by Debbie on agency size (number of employees) with data on which agencies had responded to the original baseline questionnaire. The summary showed that 8 of the 16 agencies classified as large (1,000+ employees) had responded. While only 57% of the agencies with 350+ employees responded, the agencies which did respond employed 76% of the total number of employees employed by agencies with 350+ employees, showing that the majority of responders were the bigger agencies which lends better credibility to the baseline.

Debbie also reported that she had collected data on the number of IT positions at each agency but it was agreed that these numbers would not necessarily provide further insight into the baseline since position does not always reflect function appropriately.

**Problem/Change/Configuration Management:**

Dave reported that he had provided the product recommendations in summary form (12/1/04 Memorandum to Doug Mader, Recommendations for Disciplines, distributed at the 1/7/04 meeting) in order to give the subcommittee a better understanding of the products. He will format them to the Gartner slides

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(see “Discipline Presentations” below) for the next meeting. (The recommendations include products for the “**Network Events Monitoring**” and the “**Software Distribution**” Disciplines.)

#### **Disaster Recovery Discipline :**

Dietra invited comments on the Disaster Recovery Discipline proposal she had distributed at the last meeting and by email, noting that she had only received input from Doug.

She distributed copies of the Sample Procedure to Build a Disaster Recovery Plan section which she had completed since last meeting and previously distributed by email. Dave suggested that step 1 specify ‘all critical applications’ rather than ‘every application’. Dietra explained that it was necessary to identify all applications in order to perform the Business Impact Analysis (step 2) which would establish the applications’ criticality.

There was discussion on how to help small agencies decide on a DR strategy. The consensus was that the strategies would vary too much depending on the criticality of the applications and the funding available to implement the recovery plan; the strategy selected would need to be a management decision based on the funding to be allocated to the risk mitigation.

#### **Asset Management :**

Debbie reported that she is in research mode for this discipline. She has constructed an Asset Management baseline reflecting the products used at CIO. (Asset Management was not included in the original baseline questionnaire.)

#### **Discipline Presentation:**

Eric reported that some disciplines are presented as policy (e.g. Security), while some (especially those dealing with rapidly changing technologies) recommend an environment (e.g. Laptop/Desktop Hardware recommended a minimum configuration), and others specify one to three products.

It was agreed to use the MS PowerPoint slides, pages 13 and 14 of the Gartner System Management Services Workbook, October 2003, to format and present the SMS disciplines.

Eric said that disciplines are presented to the AOC by the discipline owner(s) with the domain chairperson present.

#### **Next Meeting :**

Time/Place: Tuesday, May 4/04, 2 pm at the Department of Revenue

Discipline Approval: Bring questions/comments/challenges on the following:

Disciplines to be approved:

- ✓ Disaster Recovery – **Best Practices**
- ✓ Change Management – **Shavlik** and **McAfee EPolicy Orchestrator**
- ✓ Configuration Management – **HP Advanced ILO**

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Disciplines to be approved subject to discipline owner's approval:

- ✓ Network Events Monitoring (Charlie Zeberlein) – **WebNM**
- ✓ Software Distribution (Lee Foster) – **Dameware** and **Novell Zen Works for Desktops**

#### Other Business:

- Bring all questions to be added to the 'bricks baseline' questionnaire.
- Doug will present his research on ITIL, Information Technology Infrastructure Library.